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ABSTRACT

Designed to assist educators in formulating Total Quality Improvement (TQI) plans, this book examines the processes of TQI, which allow for the review of college administration, student services, teaching, and institutional culture, and provides information on its implementation at two-year colleges. Chapter 1 describes background to educational reform in general and provides a rationale for introducing TQI into educational settings. Next, chapter 2 suggests that the key element of TQI in education is a focus on the customer and describes the following key components of TQI: leadership, team problem-solving, the collection of meaningful data, the use of scientific methods and tools, and the focus on training for development. Leadership and the use of teams are discussed in chapter 3, while chapter 4 explores the use of TQI to improve teaching. The pivotal role of community service in TQI systems is outlined in chapter 5, while chapter 6 provides an overview of assessment methods under TQI, providing an assessment model containing multiple measures of progress and a feedback methods matrix. In chapter 7, brief profiles are presented of 11 two-year institutions that have successfully implemented TQI. Finally, chapter 8 discusses the maintenance of TQI systems. Contains 29 endnotes and a subject index. (MPH)

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